



## Charles M. Palmer Director

Charles M. Palmer has served two appointments as director of the Department of Human Services (DHS), from 1989 to 1999, and 2011 to present. He previously served as the department's administrator of the Division of Mental Health. Before that, Chuck spent more than a decade as president for Iowans for Social and Economic Development (ISED), and he also served as the director of planning and allocation of the United Way of Greater Des Moines. Chuck began his career as a psychiatric social worker at the Des Moines Child Guidance Center in 1964, and went on to serve there as the chief psychiatric social worker.

He has been active in professional associations including leadership within the National Association of Social Workers, and has received local, state and national awards recognizing his excellence in service. Chuck has taught academic courses and served on many non-profit boards throughout his career.

During his time with DHS, Chuck has overseen the state's largest agency serving nearly one million Iowans each year through child welfare, mental health and disabilities services, and medical and economic assistance programs, among others. Chuck oversees about 5,000 employees who work in all of Iowa's 99 counties.

Among the department's most recent accomplishments under Palmer's leadership:

- Implementing of the Affordable Care Act-compliant Iowa Health and Wellness Plan, a bipartisan plan that offers medical assistance to Iowans previously not eligible (2013)
- Overseeing of the Mental Health and Disabilities Redesign, where Iowa's 99 counties work together as regions to offer locally-delivered and regionally-administered services which meet statewide standards of care. (2014)
- Launching a new Differential Response System, a more family-friendly, flexible child welfare approach which is better able to engage and empower families in making changes to improve child well-being while keeping children safe. (2014)
- Implementing the Integrated Health Home (IHHH) program where providers across the state partner with behavioral and medical providers in their communities to ensure a true integrated care delivery model. (2013-2014)
- Securing numerous federal grants including the State Innovation Model grant to develop new payment and service delivery models for medical assistance. And, the State Balancing Incentive Program (BIP) grant designed to balance states' spending on long term supports and services with the goal of providing persons with greater access to home and community-based services. (2013, 2012)